


Search Notes 	Application/Control No. 10755520	Applicant(s)/Patent Under Reexamination BRUENING ET AL.
	Examiner THJUAN K ADDY	Art Unit 2614

SEARCHED			
Class	Subclass	Date	Examiner
379	201.04	4/6/10	TKA
379	207.02	4/6/10	TKA
709	238	4/6/10	TKA
704	270.1	4/6/10	TKA
379	265.02	4/6/10	TKA
379	265.09	4/6/10	TKA
379	265.04	4/6/10	TKA

SEARCH NOTES		
Search Notes	Date	Examiner
EAST: search terms: facilitate; create; establish; call; communication; profile; preference; agent; operator; interpreter; idle; available; queue; shortest; longest	4/6/10	TKA
EAST: larry near2 bruening.in.	4/6/10	TKA
EAST: facilitat\$5 near3 (communication or call) near5 (calling or caller) near4 called and (profile or preference) and (agent or operator or representative or interpreter)	4/6/10	TKA
EAST: 379/201.04 and facilitat\$5 near3 (communication or call) near5 (calling or caller) near4 called and (profile or preference) and (agent or operator or representative or interpreter)	4/6/10	TKA
EAST: (operator or interpreter or agent) near3 (establish\$5 or creat\$5 or facilitat\$5 or control\$5) near3 call with (calling or caller) with called	4/6/10	TKA
EAST: 379/201.04 and (operator or interpreter or agent) near3 (establish\$5 or creat\$5 or facilitat\$5 or control\$5) near3 call with (calling or caller) with called	4/6/10	TKA
EAST: agent near4 (idle or availab\$5) same agent near4 short\$5 near3 queue and agent	4/6/10	TKA
EAST: 379/201.04 and (rout\$5 or forward\$5 or transfer\$6 or send\$5) near4 (call or communication or caller or calling) near7 ((agent near4 (idle or availab\$5)) or (agent near4 short\$5 near3 queue)) and statistic\$6 near5 agent	4/6/10	TKA
EAST: (rout\$5 or forward\$5 or transfer\$6 or send\$5) near4 (call or communication or caller or calling) near7 ((agent near4 (idle or availab\$5)) or (agent near4 short\$5 near3 queue)) and statistic\$6 near3 (data or information) near5 agent	4/6/10	TKA
See attached EAST Search History	4/6/10	TKA

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INTERFERENCE SEARCH			
Class	Subclass	Date	Examiner